

## Distributed Teams Fusion Cell

Space Group

Telecommuting/Teleworking/Remote Working Article Review and Summary

**Article Name:** Successful Hoteling: GSA's 10 Tips

**Article Author:** GSA, Individual Unknown

**Article Date:** Unknown

**If webpage – internet address:** [https://www.gsa.gov/cdnstatic/Successful\\_Hoteling\\_Tips.pdf](https://www.gsa.gov/cdnstatic/Successful_Hoteling_Tips.pdf)

### Summary/Findings:

*This report combined high level elements of what successful implementation and ongoing program management entail. Too, important messaging to gain staff buy-in. The majority of the content applies more to policy and management, rather than specifics about office space itself.*

- **(Strong Teams)** Actively recognize/appreciate staff in the 'have not' category (E.g. staff who do not have a permanent office space.)
- **(Policy)** Performance evaluation based on outcomes, more than counting widgets or level of "face time". (E.g. quality/results is more equitable to productivity than volume of work)
- **(Strong Teams)** Implement hoteling as part of broader agency goals – how it fits in with strategic plans.
- **(Space 3.4/3.5)** Hoteling space should accommodate peak demand, rather than average demand.
  - Expect some unfilled seats day to day;
  - Have organized set of procedures for full capacity days;
  - Agility to repurpose conference rooms, into temporary work spaces.
- **(Strong Teams/Tech/Space 3.5)** Consider employee experience vs other reservation systems (E.g. ease of use, administered and applied consistently, etc.)
- **(Strong Teams)** Organization before implementation
  - Unwind habits before or early that are not conducive to hoteling (E.g. keeping excessive local files/documents). Helps staff adjust more easily.
- **(Policy/Space 3.3/3.4/3.5)** Have a method/space for accommodating short 'drop in' visits
  - Otherwise, 'just in case' reservations will occur, beyond their actual need.
  - Such spaces should be very basic (phone, electrical, seat, trashcan, etc.)
  - If 'drop in' space is too accommodating, they will be dominated by people not bothering to make reservations and lose their purpose.

- **(Policy)** *Daily walkabout checks or similar is important.*
  - *It's possible to have a well ordered reservation system with no relationship to reality of use. People make reservations 'just in case'.*
  - *Reservation process can become a joke.*
  - *GSA recommends 2x daily reconcile between reservations and use to give the hoteling system credibility.*
    - *People working without a reservation need to be assigned one (and moved if necessary). Persons not using their reserved office should be asked if they still need it and reminded others may need the space.*
    - *Accountability when not abiding by the system.*
- **(Tech/Policy)** *Accounting for where staff are located day to day:*
  - *Hoteling software is a possible solution, unless management has an alternative way to track. (Does Archibus account for this?)*
  - *If staff feel the process is fair, consistent, firm, and efficient, they will work with the process rather than against it.*

**Evaluate and determine which other Action Item(s) for Space Group it would benefit – 3.2, 3.3, 3.4, 3.5, 3.6 and/or 3.7 – and which other Groups in Fusion Cell it may benefit/assist:**

*Within the bullet points above, I have embedded a precursor comment reflecting the work stream(s) or Space Action Item team(s) I believe each section is most applicable toward.*